

Using the DCF Translation and Interpretation Contract

DCF has partnered with DHS and DWD to contract for translation and interpretation services through a joint procurement. It is mandatory for DCF staff to use contractors from the Qualified Contractor Lists to provide any translation and interpretation services. In the event that DCF staff wish to use a service provider that is not on one of the Qualified Contractors Lists, DCF staff must obtain approval from the Contract Manager listed.

The contract is posted on Vendornet - [VendorNet contract CFD00407](#)

If you are DCF contractor or partner agency, you may consider using the DCF contract. Many contractors have agreed to extend terms and pricing to agency partners, as indicated on the Qualified Contractors Lists. The contract is available for piggybacking by any other state or local government agency. Instructions for PIGGYBACKING are contained in the contract linked above.

See the [User Guide](#) on the VendorNet contract for instructions on how to use the Qualified Contractors Lists.

Written Translations/Vital Documents

Translation of vital documents is required if the service area has 5% of the population or 1,000 customers per LEP language likely to be served by the program. In Wisconsin, Spanish and Hmong have been identified as meeting this threshold and DCF must provide written translations of vital documents in these languages.

When there are fewer than 50 persons in a language group, the your agency must provide written notice in the primary language of the LEP group of their right to oral interpretation of those written materials, free of cost. DCF contractor and service providers should identify what additional languages to provide translations of vital documents, as new population resettle to your service area(s).

Identifying Vital Documents: You should check with your agency's forms and communication managers for directions, regarding which method to use when determining which forms, publication or other communication media should be classified as vital documents, and for directions on obtaining translation services. DCF uses a [Translation Requirements Checklist](#) to determine its vital documents. You may use it as a model to develop your own translation requirement checklist.

Oral translation and Language Access Poster:

When the population likely to be served by your agency does not meet the criteria above for translation of vital documents, equal access is still (always) required. Therefore, when a customer/client identifies as being LEP, the agency is required to provide interpretation of information that is vital to them in receiving benefits, services or making a decision related to DCF programs.

- Language Identification Display – commonly called Language ID Card. The card is an 8 ½ X 11 sheet that tells the LEP clients to “show us your language and we will provide an interpreter” in approximately 24 of the most commonly used languages in the US. Most oral interpretation providers furnish several hard copies, as well as electronic language ID cards, and staff may use it as a desk reference guide/resource as they assist customers. Copying the Language ID Lobby Display document generally results in very small print that is not very visible most people, especially low vision persons, when used as a desk reference.
- Language ID Required Poster - Because Wisconsin’s demographics have changed significantly over the past several years, DCF, DHS and DWD have worked collaboratively to produce a poster that is more reflective of the current languages likely to be encountered in Wisconsin. This poster, measuring 35” by 23”, contains 55 languages that are likely to be encountered. The poster should be displayed in direct service locations to ensure that customers are informed of their right to interpretation. All DCF direct service locations that have customers entering the location must display this poster prominently in the main lobby, resource room and waiting areas where customers are likely to see and read the notice to ensure that all LEP speakers are aware of their right to an interpreter.
- Copies of the poster are available from the DCF Civil Rights Unit. A PDF version of the poster is also available: Language ID Lobby Display: http://dcf.wisconsin.gov/civil_rights/translation/pdf/interpretation-poster.pdf